

CONNECTICUT

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Connecticut Consumers = 3,751



Fraud Complaints from Connecticut Consumers = 2,368

Top Fraud Complaint Categories for Connecticut Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	613	26%
2	Internet Services and Computer Complaints	345	15%
3	Shop-at-Home/Catalog Sales	226	10%
4	Advance-Fee Loans and Credit Protection/Repair	223	9%
5	Foreign Money Offers	183	8%

¹Percentages are based on the total number of fraud complaints from Connecticut consumers (2,368).

Amount Paid Reported by Connecticut Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
2,368	\$2,028,863	1,935	82%	\$1,049

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Connecticut consumers (1,935).

Top Connecticut Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Hartford	144
Stamford	101
Bridgeport	80
Norwalk	69
New Haven	65



Identity Theft Complaints from Connecticut Victims = 1,383

Identity Theft Types Reported by Connecticut Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	645	47%
2	Phone or Utilities Fraud	310	22%
3	Bank Fraud	182	13%
4	Loan Fraud	86	6%
5	Government Documents or Benefits Fraud	84	6%
6	Employment-Related Fraud	63	5%
	Other	211	15%
	Attempted Identity Theft	144	10%

¹Percentages are based on the 1,383 victims reporting from Connecticut. Percentages add to more than 100 because approximately 22% of victims from Connecticut reported experiencing more than one type of identity theft.

Top Connecticut Identity Theft Victim Locations

Victim City	No. of Victims
Hartford	117
Waterbury	65
New Haven	63
Bridgeport	59
Stamford	58